

# SERVICE USER CO-DESIGN COMMUNIQUE

Family & Domestic Violence Therapeutic  
Women's Refuge - Peel

December 2019 -  
February 2020

# Family & Domestic Violence Therapeutic Women's Refuge - Peel Service User Co-Design

## ABOUT THE ENGAGEMENT

The State Government's *Stopping Family and Domestic Violence* policy includes a commitment to establish two additional women's refuges. One of these refuges will be tailored to provide person-centred integrated responses for FDV survivors with co-occurring mental health and substance misuse concerns. This therapeutic refuge service model will be the first of its kind in WA. A co-design project for the new service model is being conducted from November 2019 to March 2020.

Early in this project, several activities were conducted to understand the experiences and needs of service users. These included:

1. Online Survey
2. Service User Interviews
3. Expert Interviews

This engagement was facilitated by Innovation Unit Australia New Zealand, who have been contracted by Department of Communities to facilitate the co-design process for this new service model.

## ENGAGEMENT 1: ONLINE SURVEY

An online survey was conducted from 3-18 December 2019, hosted securely on Survey Monkey.

The purpose of the survey was to ensure a wide range of women who use/d FDV services are represented in this project. This data provides a foundation for better understanding the diversity of lived experience. The survey asked clear, concise and simple questions to collect targeted data from a wide audience of people.

Specific areas of inquiry for the survey included:

- Desired outcomes from engaging in a refuge service
- Enablers and barriers to achieving those outcomes
- Support required to achieve those outcomes
- Expected features of an FDV Therapeutic Refuge

The survey was promoted through Department of Communities on their social media channels. Distribution of the survey was also supported by the Women's Council for Domestic & Family Violence Services WA.

The survey received a total of 89 qualifying responses (respondents were qualified if they had experience as a female victim of or child of a victim of FDV). Of these responses:

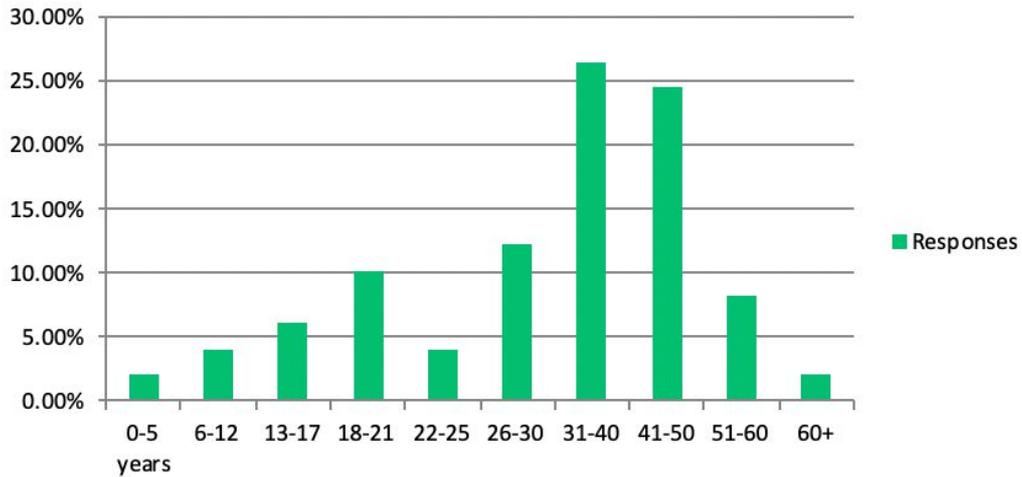
- 26 were completed
- 49 were completed partially to an extent that is useful for the project

# Family & Domestic Violence Therapeutic Women's Refuge - Peel Service User Co-Design (cont.)

## ENGAGEMENT 1: ONLINE SURVEY (cont.)

Of the 49 partially completed surveys, the demographics represented were as follows.

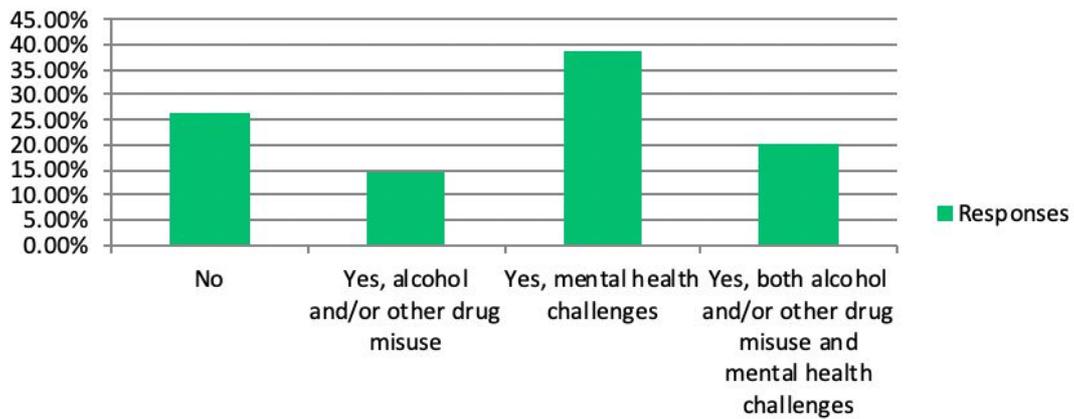
Age when first accessed FDV services:



Aboriginal or Torres Strait Islander status:

- Non-ATSI = 83.67% (41)
- ATSI = 16.33% (8)

Experience of mental health challenges and/or alcohol and other drugs misuse:



Languages other than English spoken at home:

- English only = 81.63% (40)
- Languages other than English\* = 18.37% (9)

\*Other languages spoken: Aboriginal dialects, Noongar, Mandarin, Maori, Hebrew, Arabic, Auslan/sign, Dutch

# Family & Domestic Violence Therapeutic Women’s Refuge - Peel Service User Co-Design (cont.)

## ENGAGEMENT 2: SERVICE USER INTERVIEWS

Empathy interviews were conducted in December 2019 to gain a deep understanding of the experience of people who had previously used a refuge service in WA and their desired outcomes of FDV services.

To do this, researchers evoked stories and explored experiences relating to the scope of the challenge in a safe, and respectful way. The conversations were guided by a discussion guide, which is not like a formal survey but rather a broad set of areas guided by inquiry questions that allows exploration with the participants and enables them to tell stories in a way that is relevant to them.

The interviews were conducted face-to-face where possible, with some participants choosing to take a phone interview. The interviews took place in a safe environment with two interviewers from the Innovation Unit team. An Aboriginal interviewer was present for all interviews.

Tools that were used included:

- Journey mapping activity
- Enablers and Barriers activity
- Keep, Amplify, Create, Discard visioning activity
- Imagery based cards/prompts to support the above activities

The interviews included two participants who were children at the time they stayed in a refuge, including one male. The table below demonstrates the demographics represented by the interview participants (note: some of the data was not collected by all participants).

CATEGORY	REPRESENTATION	
ATSI status	N	5
	Y	3
Language other than English	None	3
	Noongar	1
	Spanish	2
Country of Birth	Australia	3
	UK	2
	Mexico	2
Religious status	None	5
	Christian	1
	Catholic	1
Mental health and/or AOD challenges	Mental Health	6
	AOD	3
	None	2
Age first accessed	6-12	2
	18-21	1
	31-40	2
	41-50	1
Accessed with	Mother	2
	Child (1)	2
	Children (>1)	3
	None	1
Area (metro, regional)	Metro	7
	Regional	2

# Family & Domestic Violence Therapeutic Women’s Refuge - Peel Service User Co-Design (cont.)

## ENGAGEMENT 3: EXPERT INTERVIEWS

Expert interviews were conducted in January and February 2020 to gain a deep understanding of service users who are the most difficult to reach.

By engaging with client facing experts in interviews we were able to explore some of the needs and motivations of service users who are unable, for whatever reason, to participate in the online survey or service user interviews. This ensures often the most disadvantaged women are represented in the research.

The expert interviews were guided by inquiry questions such as follows:

- What are the motivations and/or influencing factors of women seeking support from the sector?
- What are the service user’s individual desired outcomes from engaging in a FDV service?
- What experience design principles should guide the service model?
- What are the key service barriers to achieving those outcomes?
- What are the key service enablers to achieving those outcomes?
- What the opportunities offered by the Therapeutic Women’s Refuge, Peel?

CATEGORY	REPRESENTATION
Number of interviewees	20
Roles	Front line service provider Management Policy makers Counselling (men, women and children) Advocates
Location of services	Metro Rural
State service is based in	WA Queensland National
Nature of services	Crisis residential housing Transitional housing Outreach Specialist Programs, including trauma informed practices and programs focused on Aboriginal women and children Alcohol and other drug services Mental Health services Sexual Assault services Services specific for young women and young parents

*For further information, questions or comments, please contact [FDVRefugePeel@communities.wa.gov.au](mailto:FDVRefugePeel@communities.wa.gov.au)*